



73744

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Doyle

Art Unit: 2642

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-BASED
CALL ROUTING

Examiner: Deane, W.

Attorney

Docket No.: 73744

RECEIVED

JUN 25 2004

Technology Center 2600

AMENDMENT D

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of March 19, 2004,
please amend the above-identified application as follows:

2642

#18/C

smc

6/29/04

AMENDMENT TRANSMITTAL LETTER (Large Entity)Applicant(s): **Robert Doyle**

Docket No.

6065-73744

Application No.

09/300,676

Filing Date

04/27/99

Examiner

Deane, W.

Customer No.

24628

Group Art Unit

2642

Confirmation No.

4753Invention: **DYNAMIC SKILL-BASED CALL ROUTING****RECEIVED****JUN 25 2004**COMMISSIONER FOR PATENTS:**Technology Center 2600**

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	38 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
- ☐ A check in the amount of _____ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. **03-2470**
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☐ Any patent application processing fees under 37 CFR 1.17.

*Signature***Jon P. Christensen**
Reg. No. 34,137Dated: **June 18, 2004**

I certify that this document and fee is being deposited on
6/18/04 with the U.S. Postal Service as first
class mail under 37 C.F.R. 1.8 and is addressed to the
Commissioner for Patents, P.O. Box 1450, Alexandria, VA
22313-1450.

*Signature of Person Mailing Correspondence***Abby Boone***Typed or Printed Name of Person Mailing Correspondence*

CC: